

## **The Fermilab Envoy Program**

As part of Fermilab's ongoing efforts to create and maintain meaningful relationships with the surrounding community, the laboratory has instituted a program of matching Fermilab employees with key stakeholders to establish an ongoing dialogue. These relationships will ensure that stakeholders get the information they need about Fermilab and its activities and that stakeholders have a regular point of contact for questions or issues that arise. These relationships will also ensure that time-critical information can be distributed quickly when necessary.

### **Who are Fermilab envoys?**

Envoys are recruited from all areas of Fermilab and are chosen based on their interest in furthering Fermilab's community relationships, their knowledge of Fermilab, their positions and activities in the community, and where they live.

### **Who are the key stakeholders?**

Key stakeholders are community leaders throughout communities in northern Illinois who are interested in or may potentially be affected by activities at Fermilab. Key stakeholders include elected officials at the local, state, and federal levels; heads of civic and social organizations; advocacy organizations; homeowners associations; local school officials; local business leaders and organizations; and area universities.

### **What do envoys do?**

The main function of envoys is to communicate with stakeholders on a periodic basis to provide information and updates about Fermilab. Envoys will provide information about scientific goals and achievements, progress on plans for the proposed International Linear Collider and other projects, as well as community, social and educational programs offered or supported by Fermilab. During their conversations with stakeholders envoys will also ask about and listen to community concerns to make sure that Fermilab recognizes issues, misperceptions or miscommunications before they become problems.

### **How does the program work?**

The Fermilab Office of Public Affairs manages the envoy program. Public Affairs provides support to envoys by matching envoys with key stakeholders; training envoys; providing information and hand-out materials to be shared with the stakeholders; and maintaining a Community Relationship Management database that envoys use to schedule meetings and to provide feedback after their meetings with stakeholders. Public Affairs will regularly provide envoys with ideas and directions for dialogues. Envoys are responsible for contacting stakeholders, meeting with them, and entering information and action items into the database. It is expected that envoys meet with their stakeholders approximately quarterly, as well as when particular issues arise requiring timely communication.

For more information on the Fermilab Envoy Program, please contact the Fermilab Office of Public Affairs at 630-840-3351.